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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Chang, et al. **Examiner:** Jeanty, Romain

Serial No: 10/617,965 **Group:** 3623

Filed: July 11, 2003 **Docket:** YOR920030197US1 (8728-627)

For: **SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING
BUSINESS LEVEL SERVICE LEVEL AGREEMENTS**

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA. 22313

RESPONSE UNDER 37 U.S.C. 1.116

Examiner:

This paper is in response to the Advisory Action dated July 6, 2007. Please consider the following remarks.